



STATE OF MONTANA MONTANA DEPARTMENT OF TRANSPORTATION JOB PROFILE

☐ Informal Review
☒ Formal Review

SECTION I - Identification

Working Title: Training & Development Specialist
Class Code Number: 131756

Department: Transportation
Division & Bureau:

Class Code Title: Training & Development Specialist
Pay Band: 6

Section & Unit:
Work Address: 2701 Prospect Avenue
Helena, MT 59620
Phone: (406) 444-0876

Position Number : 14007

☐ FLSA Exempt ☒ FLSA Non-Exempt

Profile done by: Jennifer Jensen
Chief Human Resources Officer

Date Updated: 7/27/10

Work Unit Mission Statement or Functional Description:

The Human Resource Division provides leadership for a comprehensive human resource program for over 2,200 employees of the Montana Department of Transportation, located in five districts across the State of Montana and in the Helena headquarters. Division responsibilities include attracting and retaining a talented and diverse group of employees with career advancement potential; creating a organizational culture that encourages growth and continuous learning opportunities; promoting a high level of professionalism, innovation, and productivity; creating a safe working environment for all agency employees; and developing policies, systems, and service strategies that contribute to the welfare of the agency and employees while being mindful of our responsibility to maintain confidentiality, be supportive, and provide a flexible atmosphere. The Division maintains a supportive, customer-service orientation and is responsive to the changing needs and expectations of the agency we serve.

Describe the Job's Overall Purpose:

This position provides professional development, implementation, and management of training, development, and competency development activities to support the department's mission. This position administers, manages, develops and delivers training for the MDT Department statewide.

SECTION I - Major Duties or Responsibilities

% of Time

A. Training Development and Program Management

95%

Delivers soft skills training and manages the MDT HR Core Skills program. Responsibilities include developing and/or using established curriculum for various Human Resource courses including communication skills, discipline, interviewing and performance management using research techniques, knowledge of curriculum development, and needs assessment tools. Creates handouts and support materials for each course developed using and understanding adult education standards and practices. Provides training in Helena and the five districts as

requested by management. Training is delivered using advanced communication skills with an understanding of various learning styles and how to best relate to them.

- Performs needs assessments through interview data, observational data, and secondary sources to identify needs and to design training to meet those needs for employees at all levels.
- Designs, develops, and delivers training and other professional development activities in accordance with adult learning principles, using a variety of techniques and media.
- Conduct research to ensure work is consistent with current technology.
- Keep abreast of changes in the profession and respond by making timely improvements.
- Monitor trends in management, leadership and human relations topics that may affect employee performance.
- Design and deliver courses through alternative means e.g. online, webinars and videoconferencing.
- Determines training course objectives, designs and delivers content to meet objectives taking into consideration a variety of learning styles and available approaches to accommodate them.
- Creates curriculum, selects an environment, and a method of delivery that is conducive to active learning – paying specific attention to the diverse needs of the group and having an awareness of complicated group dynamics.
- Tailors learning activities that encourage participation and engage the participants with the subject matter at an appropriate level (beginning, intermediate, or advanced).
- Taps into creative problem solving with a positive attitude when issues/conflicts arise in class(e.g. unavailable guest presenter at the last minute; questionable/unethical/improper practices of participants or presenters; technical difficulties; no power; broken equipment, etc.)
- Tactfully responds to challenges and issues students bring to class and reinforces learning.

Other Duties as Assigned

5%

This position coordinates other training programs as assigned, including making changes to the program if necessary to meet the individual needs, experience and educational level.

The following duties and/or specific tasks listed under A above are considered “essential functions” because they require specialized expertise and skill and are the primary reasons the job exists (they must be performed by this position with or without accommodation.

Training, development and program management are essential functions because they require specialized expertise and are the reason the position exists.

The following mental and physical demands are associated with these essential functions.

PHYSICAL

- Remaining seated for extended periods of time.
- Standing for prolonged periods of time.
- Walking; bending; stooping; climbing; standing; crawling.
- Frequent travel by automobile.
- Packing and unpacking boxes of materials.
- Loading, unloading, carrying boxes of materials weighing up to 50lbs. each.

MENTAL

- Operating a personal computer
- Communicate in writing, in person and over the phone
- Effectively manage multiple priorities
- Making decisions in a timely manner
- Accuracy in all aspects of work
- Ability to meet deadlines

- Perform research
- Gather information from multiple sources and develop an appropriate intervention.
- Compiling, analyzing, coordinating, integrating, and synthesizing information
- Negotiation skills
- Persuasion skills
- Ability to problem-solve and apply effective solutions

Does this position supervise others? ☐ Yes ☒ No

SECTION III - Minimum Qualifications - List minimum requirements for the first day of work.

Critical knowledge and skills required for this position

KNOWLEDGE

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Personnel and Human Resources — Knowledge of principles and procedures for training and personnel information systems.

Education and Training — Considerable knowledge of principles and methods for adult curriculum and instructional design, teaching and instruction for individuals and groups, and the measurement of training effects.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

SKILLS

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Time Management — Managing one's own time and the time of others.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Instruction — Teaching others how to do something using the principles of adult education.

Active Learning — Understanding the implications of new information for both current and future problem solving and decision-making.

Learning Strategies — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.

Service Orientation — Actively looking for ways to help people, balancing their needs with agency goals and objectives.

Managing Multiple Priorities — Keep several projects on track at the same time and determine priorities and ensure work is completed when required.

Logistics — Planning and coordinating training on a small and large scale - individual classes, multiple rounds of classes and curricula.

Planning — Understanding needs of multiple parties; developing and executing plans that meet customer needs.

Behaviors required to perform these duties?

See MDT Core Behaviors

Education:

Check the one box indicating minimum education requirements for this position for a new employee the first day of work:

- | | |
|------------------------------------------------------------------|---------------------------------------------------------------|
| <input type="checkbox"/> No education required | <input checked="" type="checkbox"/> Related Bachelor's Degree |
| <input type="checkbox"/> 1-year college/voc. training | <input type="checkbox"/> Master's degree |
| <input type="checkbox"/> AAS/2-years College/vocational training | |

Required/Acceptable: Education, Adult Education, Instructional Design, Human Resources, or Organizational Development

Related: Public administration, Project management

Other education, training, certification or licensing required (specify): coursework in instructional design, media based instruction desirable, but not required.

Experience:

Check the one box indicating minimum work-related experience requirements for this position for a new employee the first day of work:

- | | |
|---------------------------------------------|----------------------------------|
| <input type="checkbox"/> None | <input type="checkbox"/> 4 years |
| <input type="checkbox"/> 1 year | <input type="checkbox"/> 5 years |
| <input type="checkbox"/> 2 years | |
| <input checked="" type="checkbox"/> 3 years | |

Other specific experience (optional): designing, developing training for and teaching adults; facilitation and program/project management.

Alternative Qualifications:

This agency will accept alternative methods of obtaining necessary qualifications.

☒ Yes ☐ No

Specify: Experience may substitute for education on a year for year basis.

SECTION IV – Other Important Job Information

Training delivery and program administration duties involve travel throughout the state and physical demands and risks associated with lifting and moving training equipment, and conducting training.

SECTION V – Signatures

Signature indicates this statement is accurate and complete.

Employee:

Name: Human Resource Specialist
Title

Signature Date

Immediate Supervisor:

Name: Bureau Chief
Title

Signature Date

Division/District Administrator:

Jennifer Jensen Division Administrator
Name: Title

Signature Date

Department Designee:

Linda McKinney HR Program & Policy Manager
Name: Title

Signature Date
